Directions Health Services is a not-for-profit organisation that provides a range of integrated treatment and harm reduction services for people impacted by alcohol, tobacco and other drug use, mental health and other complex health and wellbeing issues.

Services are based on a harm minimisation approach and are provided in a non-judgemental and respectful manner. Our client-centred programs recognise the different goals people have regarding their substance use and other health and wellbeing issues, as well as the impacts on families, friends and communities.

Directions' programs hold AGPAL, QIP and IHCA accreditation.

Cover image: Rainforest Gully, National Botanic Gardens ACT

Directions Health Services

Civic NSP

City Health Centre
1 Moore Street, Canberra City ACT 2600
P 02 6132 4800

Phillip NSP

Phillip Health Centre
Cnr Keltie & Corrina Streets, Woden ACT 2606
P 02 6132 4900

E reception@directionshealth.com
W www.directionshealth.com

@directionshealthservices

Directions Health Services acknowledges the traditional custodians of the lands upon which we live and work, their ancestors and elders both past and present, and other represented Aboriginal and Torres Strait Islander communities. We are committed to actions that promote reconciliation and a positive future for all Aboriginal and Torres Strait Islander communities.

Directions also acknowledges the valuable contributions people with lived experience and other diverse cultures, identities and lifestyles make to our services and our communities.

Directions Health Services

Needle & Syringe Program

Harm Reduction Services

Needle & Syringe Program

The Needle & Syringe Program (NSP) is a public health measure that aims to protect the health of people who inject drugs and prevent the spread of blood borne viruses in the ACT.

Primary NSPs

Primary NSPs are operated by Directions Health Services, and provide a full range of free injecting equipment.

Primary NSPs offer crisis counselling, harm reduction and safer injecting information, overdose and Naloxone training and free meals courtesy of the Directions' Healthy Food Healthy Me program.

The Primary NSPs also provide donations made by our generous supporters, which include OzHarvest, Good360, Pinchapoo and Share the Dignity.

Secondary NSPs

A more limited range of free injecting equipment is available through secondary NSPs during business hours. This includes Community Health and Walk-in Centres, Winnunga Nimmityjah, Meridian and Hepatitis ACT.

'Biggiebila' by Buddy Martin

Pharmacy NSPs

Over 40 pharmacies in the ACT participate in the NSP program. '4-packs' are available for purchase through these pharmacies for a small fee. '4-packs' include 4 sterile needles and syringes, swabs, water, spoons and cotton wool within a safe disposal container.

Vending Machine NSPs

Syringe Vending Machines are self-contained units that enable 24-hour purchase of safe injecting equipment for a small fee. In the ACT, these vending machines are located outside health services. Most ACT NSP Vending Machines contain '4-packs' only. 'Butterfly Packs' can also be obtained from the vending machine in Belconnen.

NSP Locations Map

Scan this QR code for a full map of all current NSP locations in the ACT:

Outreach Services

Directions' Chat to PAT participates in the NSP program, providing 4-packs, Naloxone and harm reduction information at each of its outreach locations. Visit www.directionshealth.com for a current calendar of outreach locations.

Needle & Syringe Disposal

Needles, syringes and other sharps should be disposed of in secure hard plastic containers, available from NSPs.

If you find a sharp in a public place or on your private property, call the SHARPS Hotline on 13 22 81, providing accurate information on the location of the item. A City Ranger from ACT Government Territory and Municipal Services will come and pick it up as soon as possible. Do not touch any sharps found and, if possible, stay with teh item or mark the area with a hazard sign, particularly if there are children around.

Privacy

All Directions services are confidential. When you attend one of the Primary NSPs, you will be asked to provide a code name and some general information. No identifying information is kept regarding the NSP services you receive.

If you access our other health services, client consent is required for us to share information with other services or people, unless required under legislation.

Feedback and Complaints

What you think about our service matters and we appreciate your feedback. If you have a complaint, ask to speak with the Team Leader. Alternatively, you can contact the Chief Operating Officer or Chief Executive Officer on 02 6132 4800.
You are also welcome to provide any feedback through our Community Advisory Group by emailing cag@directionshealth.com